

**AUTOMATED REAL-TIME APOINTMENT CONTROL****Abstract of the Disclosure**

5 An appointment control system provides high speed, real-time appointment setting capabilities. The sequential processing of service orders and a continuously updated dispatch database, ensure appointment setting reliability, in that there is little opportunity for overbooking technician network resources. The appointment control system, thereby,  
10 minimizes the occurrence of missed and rescheduled appointments. In the event a technician network resource is reduced, the dispatch database can be instantly modified to reflect the change. The appointment control system is configured to automatically recognize a modification in the dispatch database and to transmit notices to appointment setters that  
15 appointments utilizing that technician network resource must be changed. Where possible, the appointment control system will automatically re-assign such appointments to other available technician network resources, without requiring the involvement of the appointment negotiators.